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JANUARY THROUGH JUNE

STATE OF ILLINOIS

DEPARTMENT OF PERSONNEL

William J. Boys, Director

STATEWIDE

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EMPLOYEE

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EFFECTIVENESS

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SEMINARS

\* CARBONDALE

sponsored by

THE DIVISION OF  
EMPLOYEE  
DEVELOPMENT

## GENERAL INFORMATION

The Statewide Employee Effectiveness Seminars consist of over 60 workshops a year on four diversified topics. Employees of local governmental jurisdictions as well as state employees are eligible to attend. No fees are charged, but costs for travel, lodging, meals and other expenses are not the responsibility of the Department of Personnel.

These seminars are funded in part under the Intergovernmental Personnel Act. The Department of Personnel reserves the right to restrict participation by any one organization and to cancel or postpone seminars for which there is insufficient registration.

Groups are limited in size to thirty participants and applications will be processed on a first-come/first-served basis. Most topics in this series are primarily geared to meet the needs of the supervisory-managerial work force.

Chicago: DePaul University  
25 East Jackson Blvd.

Metro-East: The University Center, Southern Illinois University, Edwardsville  
(River Rooms, 2nd floor)

Elgin: Elgin Mental Health Center, Room 113,  
Administration Bldg., 750 S. State Street

Peoria: State Regional Office Bldg.  
5415 North University Avenue

Springfield: 504 William G. Stratton Building  
Monroe and Spring Streets

### Applying for Registration

Registrations are handled by mail. The tear-off application should be submitted promptly since some seminars are likely to be oversubscribed. Please follow carefully the directions on the application form since it will also be used to notify applicants of action taken.

## TIME SCHEDULE

Programs begin at 9:00 a.m. and close at 4:30 p.m. At DePaul University the officer at the door will have the room assignments or they will be posted nearby.

Those who are accepted into a seminar but find they cannot attend are urged to give prompt notification by calling the Registrar, AC 217/782-6442.

## **\* COURSE DESCRIPTIONS \***

### **PROBLEM SOLVING AND DECISION MAKING**

Problem solving and decision making are essential, but often frustrating, functions of supervisors and managers. In this seminar participants will explore both individual decision making and group decision making strategies. The advantages, disadvantages and limitations of each concept, as well as the impact of values as they affect the decision making process. Participants will also learn and practice the use of several different approaches to problem solving and then determine which approaches are most appropriate for meeting their individual needs.

In an informal workshop setting groups will deal with models designed to illustrate the dynamics of participative problem solving.

Jan. 11 - Springfield  
Feb. 28 - Springfield  
Mar. 4 - Chicago

Apr. 2 - Peoria  
Apr. 9 - Edwardsville  
June 12 - Elgin

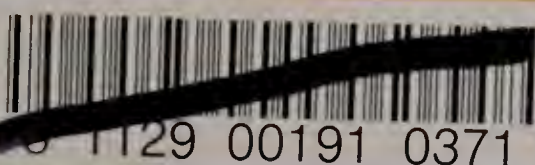
### **INTERVIEWING AND WORK PERFORMANCE EVALUATION**

Knowledge and application of effective interviewing techniques and accurate perception of the interaction between supervisors and employees are essential to the evaluation process.

Lectures and discussion will concentrate on the importance of "climate", rapport, preparation, and building on employees' strengths to achieve organizational goals.

Feb. 27 - Springfield  
Mar. 5 - Chicago  
Apr. 29 - Peoria

May 6 - Edwardsville  
June 26 - Elgin  
June 30 - Springfield



## IMPROVING EFFECTIVENESS THROUGH COMMUNICATIONS

This program is offered to all state and local government employees regardless of position or title. Since most of our time is spent attempting to communicate with other persons, it is essential that verbal messages be clearly transmitted and understood by all parties. Inadequate communications will result in confusion, misunderstanding, anxiety, frustration, low productivity and poor performance. This seminar will give insight into the causes and effects of communication breakdown and some practical steps toward improving individual effectiveness.

Topic areas will include the functions of communication, self-programming, habit formation, attitude change, stress, and conflict resolution.

Jan. 18 - Springfield  
Mar. 4 - Chicago  
Apr. 1 - Edwardsville

Apr. 9 - Peoria  
May 14 - Elgin

## EFFECTIVE DELEGATION AND THE MANAGEMENT OF TIME

Managers who delegate get more done and, although the very word suggests "giving up" authority, managers must always retain accountability. This program demonstrates that good delegation can increase the supervisor's span of control, create time for more important jobs, and provide growth opportunities for subordinates.

Management simulation activities involve seminar participants and give insight into practical applications.

Jan. 30 - Springfield  
Mar. 19 - Peoria  
Apr. 9 - Elgin

Apr. 22 - Chicago  
May 14 - Springfield

(Tear off and mail to pre-addressed office shown on reverse side.)

## APPLICATION FOR SEMINAR REGISTRATION

(Make certain full name and office address are printed in the box below.)

Name of Applicant \_\_\_\_\_

Dept./Agency (If not printed in box) \_\_\_\_\_

Office phone: AC \_\_\_\_\_ / \_\_\_\_\_ Title of Seminar \_\_\_\_\_

Date of seminar \_\_\_\_\_ Location of seminar \_\_\_\_\_

(Please type or print name and office address within area below. This form will be mailed back to you.)

Authorization for employee to attend by:

SIGNATURE - AGENCY APPROVAL \_\_\_\_\_

**Note:** You may reproduce this form if additional copies are needed. Use separate form for each seminar selected.

(Failure to complete form properly may result in delay or denial of registration.)

Please check:

☐ State gov't. employee

☐ Local gov't. employee

TO THE APPLICANT:

This is to notify you of the action taken on your application for admission to our seminar program. If you have been registered and find that you cannot attend, please advise us promptly by telephone: AC 217/782-6442. Thank you for your interest in our services.

NOTICE: IN ORDER TO RECEIVE CREDIT, THE PARTICIPANT MUST BE IN ATTENDANCE FOR THE ENTIRE PROGRAM.

Illinois Department of Personnel  
Division of Employee Development  
504 William G. Stratton Building  
Springfield, Illinois 62706

(This section for office use only.)

- ☐ You are accepted and registered in the seminar of your choice.
- ☐ We are sorry but the seminar was filled prior to receiving your application.
- ☐ We regret that this seminar had to be cancelled/postponed.
- ☐ Application returned. (See remarks.)

Remarks:

## Other Programs Offered by the Division of Employee Development

### Government Employees Management Seminars

A coordinated sequence for employees of State government consists of two 2-day seminars --one in "Foundations of Supervision," the other in "Advanced Supervision." A third workshop, "Management Development," is a 3-day program. These are scheduled in both Chicago and Springfield.

In addition, two 2-day seminars are given only in Springfield: "Interpersonal Communication" (for employees on all levels of State government) and "Communication Skills"--concentrating on principles of effective speaking and the writing of business letters and memos.

### New Programs - 1980

Newly added to the curriculum this year are the "Effectiveness Training Courses." Most topics in this series are primarily geared to meet the needs of the supervisory-managerial work force. This series, open to State government employees only, will be conducted in Springfield.

### Management Institutes

The thirteenth season of Management Institutes begins in February, 1980. Each Institute is a one-day conference starting at 9 a.m. and ending mid-afternoon. They are presented by top management authorities and are designed for managerial personnel in State government. However, representatives from business, industry, and from local/federal government are invited to participate at \$15 per institute. There is no charge for State employees.

The Institutes are conducted at the Holiday Inn East, 3100 South Dirksen Parkway, Springfield, Illinois. Tickets must be obtained in advance.

Note: Special brochures on all programs above may be secured by calling 217/782-6442.

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Division of Employee Development  
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